APR 2 8 2008 8

/					Docket No.
AMENDMENT TRANSMITTAL LETTER					1248-0580P
Application No. 10/083,409-Conf. #7393		Filing Date February 27, 2002		Examiner Asfand Sheikh	Art Unit 3627
Applicant(s): Masaya NAGATA					1 3021
SERVIO	CE MANAGEN SEMENT NET	NORK SYSTE	M, SERVICE	MANAGEMENT PR	PARATUS, SERVICE ROGRAM, AND AGEMENT PROGRAM
MS Amendment Commissioner for F P.O. Box 1450 Alexandria, VA 223 Transmitted here The fee has been	13-1450 with is an ame			• •	
CLAIMS AS AMENDED					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	`
Total Claims	5	- 20 =	0	x 50.00	0.00
Independent Claims	2	- 3 =	0	x 210.00	0.00
Other fee (please specify): TOTAL ADDITIONAL FEE FOR THIS AMENDMENT: \[\times \text{ Large Entity} \] \[\times \text{ Small Entity} \] \[\times \text{ Small Entity} \] \[\times \text{ No additional fee is required for this amendment.} \] \[\times \text{ Please charge Deposit Account No in the amount of \$ A duplicate copy of this sheet is enclosed.} \] \[\times \text{ A check in the amount of \$ is enclosed.} \] \[\times \text{ Payment by credit card. Form PTO-2038 is attached.} \] \[\times \text{ The Director is hereby authorized to charge and credit Deposit Account No 02-2448 as described below. A duplicate copy of this sheet is enclosed.} \] \[\times \text{ Credit any overpayment.} \] \[\times \text{ Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17. \] \[\times \text{ Michael R. Cammarata} \text{ Attorney Reg. No.: } 39,491 \] \[\times \text{ BIRCH, STEWART, KOLASCH & BIRCH, LLP } 8110 \text{ Gatehouse Road } \text{ Suite 100 East } \text{ P.O. Box 747 } \text{ Falls Church, Virginia } 22040-0747 \text{ (703) 205-8000} \]					



Docket No.: 1248-0580P

Confirmation No.: 7393

Examiner: Asfand M. Sheikh

(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Masaya NAGATA

Application No.: 10/083,409

Filed: February 27, 2002 Art Unit: 3627

For: SERVICE MANAGEMENT METHOD,

SERVICE MANAGEMENT APPARATUS, SERVICE MANAGEMENT NETWORK SYSTEM, SERVICE MANAGEMENT

PROGRAM, AND COMPUTER PROGRAM

PRODUCT STORING THE SERVICE

MANAGEMENT PROGRAM

AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION

MS Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

INTRODUCTORY COMMENTS

In response to the Office Action dated January 28, 2008, please amend the above-identified U.S. patent application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 4 of this paper.